STUDENT HANDBOOK
DOMESTIC STUDENTS

2015-16
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1. INTRODUCTION

Welcome

Welcome to Salford College and congratulations on choosing to undertake training to further enhance your skills, knowledge and career options. We assure you that we will provide you with utmost support and guide you through every step of your relationship with Salford.

This handbook provides you with information about our organisation, what you can expect from us and what we expect from you. You will also find useful information about our policies and procedures and some useful contacts. You will also find information about any regulations governing the training process and our relationship.

We look forward to providing you with optimal support and assistance throughout your training. Please feel free to approach the college or your trainer with any queries.

I wish you every success with your training and future career.

Ash Goyal
Chief Executive Office
2. ABOUT SALFORD COLLEGE

SALFORD COLLEGE was established to provide high quality and professional business and training solutions. We understand that our clients require value for money, reliable and timely service, attention to detail and ultimately quality solutions that meet their needs and budget.

To achieve this we have a team of professionals who are dedicated to providing the highest level of service. Our team has a wealth of experience in providing client focused business and training solutions that will meet your needs, at very competitive rates. We believe that you will find in our team some of the most committed and motivated individuals working with you for your benefit.

Providing a client focused approach enables us to design a customised solution to meet your individual business requirements whilst delivering a high standard of quality in our services to ensure complete client satisfaction.

SALFORD COLLEGE delivers a range of nationally accredited and non-accredited qualifications through the approval of the Australian Skills Quality Authority (ASQA). This means that we have met a number of requirements to make sure that the courses we offer meet strict national standards which Salford College is rigorously audited on a regular basis by the governing body. This gives you the confidence that the training you complete with SALFORD COLLEGE is of the highest quality and that the skills and knowledge you gain are recognised by employers and other training organisations throughout Australia.

For a complete list of qualifications we offer, you can either visit our website www.salford college.edu.au or alternatively you can speak to any member of Salford college team.

Our Vision
To be the trusted name and national leader in business support and hospitality training services.

Our Mission
To provide the highest quality tailored and flexible business and training solutions with ongoing exceptional service.

Our Aim
1. To ensure organisations are aware of the benefits of customised business and training solutions to their business;
2. To support and inspire businesses to achieve their full potential; and
3. To inspire and motivate individuals to achieve their goals by participating in training.
Location and Contact Numbers
Level 11, 68 Grenfell Street, Adelaide South Australia 5000
Phone : +61 8 7221 1940, Fax : +61 8 7225 6346
Email : info@salfordcollege.edu.au Web : www.salfordcollege.edu.au

Key Personnel
Chief Executive Officer Captain Ash Goyal
   ash.goyal@salfordcollege.edu.au
Student Support Officer Vishal Chaudhary
   vishal@salfordcollege.edu.au
Training and Quality Manager Rachael Edmonds
   Rachael@salfordcollege.edu.au
Reception/Admin adminoffice@salfordcollege.edu.au
Enrolment/ Accounts Officer accounts@salfordcollege.edu.au

Opening Hours
The office hours are from 9.00am – 5.00pm Monday to Friday. The administrative staff can assist you during these hours.

Facilities
Salford College is located at Grenfell street in the heart of CBD walking distance from the main mall of the city and is only a 10 minutes’ walk to all parts of CBD. It is readily accessible by a free city shuttle. Salford College is located at Level 11 and is accessible by Lift and stairs. It has equipped training rooms with comfortable sitting and good amenities including well equipped student eating area, coffee/tea facilities and fridge along with a microwave. The college also offers photocopying, faxing and printing for all students.
For commercial cookery students, the commercial kitchens are only a 5 minute walk from the College located at the Italian Centre, 262 Carrington Street, Adelaide and Dom Polski Centre at 230-232 Angas Street, Adelaide.

Computer Labs
A computer lab is available to students to assist with their study. The computer lab is located at both the city campuses.
USI - UNIQUE STUDENT IDENTIFIER

From 1st January 2015 students enrolling in nationally recognised training in Australia will need a Unique Student Identifier (USI).

The USI is a form of file number that will link students to their training records which are held in the national training collection. Students will be able to access their records online, download them and share them with future training organisations electronically. With the student’s permission, training organisations will be able to see their students' entire nationally recognising training record commencing with records collected in 2015. Training organisations will find it easier to assess pre-requisites and credit transfers and assess students’ eligibility for government funded training places.

The USI will improve the VET sector’s transparency and responsiveness, enable more evidence based policy intervention by Governments and support the management of government funded student subsidy programs.

The USI Office has developed two connection options:

1. A web services solution that provides a seamless system to system interface with a training organisation’s student management system and

2. The USI Registry system.

Both systems allow:

➢ The creation of USI accounts for students who give the training organisation permission to do so

➢ The ability to verify a student’s USI number to ensure its accuracy and reliability before uploading their AVETMISS compliant submission to the National Centre for Vocational Education Research (NCVER) database.

Students who need a USI include:

1. Students who are enrolling in nationally recognised training for the first time;
2. School students completing nationally recognised training; and
3. Students continuing with nationally recognised training.

A student who is continuing study is a student who has already started their course in a previous year (and not yet completed it) and will continue studying after 1 January 2015.

Once a student creates their USI they will be able to:

- Give their USI to each training organisation they study with;
- Give their training organisation permission to view and/or update their USI account;
- Give their training organisation view access to their transcript;
- View and update their details in their USI account; and
- View online and download their training records and results in the form of a transcript from 2016.
- Control access to their transcript from 2016.

**USI Access Form**

To gain access to the USI Registry system you are required to complete the USI Access Form.

This form is available on the USI website using the following link:


This is an online form and once submitted the USI Registry system will be updated with your information. This will be completed within a couple of business days. You can access the USI Registry system through the USI website at www.usi.gov.au

The following documents are acceptable forms of ID in the USI Registry system and can be verified through the Document Verification Service:

- Driver’s Licence – issued in Australia
- Medicare card – current and issued in Australia
- Passport – Australian passport
- Birth Certificate – issued in Australia
- Certificate of Registration by Descent
- Citizenship Certificate
- Visa – the international passport number is required to link to the visa
- Immi Card – issued in Australia.

Please visit [http://usi.gov.au/Students/Pages/steps-to-create-your-USI.aspx](http://usi.gov.au/Students/Pages/steps-to-create-your-USI.aspx) to learn more.

**Further reading: link to USI website**


**Student (Personal) Wireless Network Access**

Access to the internet is available for students throughout all Classrooms in Salford College. This allows students to bring and use their own devices and gain access to Salford College resources and includes areas such as cafeterias and student common areas.

**ID Card**

Each student is issued with an ID card during the enrolment period, after payment of fees. Enrolment staff collect personal details and take a photograph to be used on the card. Student ID cards are needed for many purposes, including:

- Library services
- Photocopying or printing
- Computer login
- Travel concessions (see below)
- General student identification
- Some student discounts, such as textbooks or cinema passes.
Travel concession

Full-time students are eligible to travel at concession fares on all Adelaide Metro bus, train and tram services. Salford College students should purchase Tertiary concession Multitrip and Singletrip tickets. However, a student can only travel on a concession ticket when carrying an approved ID card. A fine may be imposed if a student fails to show their student ID card, even if they a legitimate student. Improper use of a card can also lead to prosecution.

Transport concession card for low income earners

Part-time students are ineligible for tertiary concession. However, students on a low income or who receive government allowances may be eligible for concession rates. The Department for Families and Social Inclusion can issue a Transport Concession Card to eligible students.
3. TRAINING INFORMATION

Australian Qualifications Framework

The Australian Qualifications Framework (AQF) is the national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework. The AQF comprises of the following qualifications:

- Certificate I
- Certificate II
- Certificate III
- Certificate IV
- Diploma
- Advanced Diploma and Associate Degree
- Bachelor Degree
- Bachelor Honours Degree
- Graduate Certificate

For students:

- AQF encourages lifelong learning and assists students to plan their careers and learning at whatever stage they are within their lives and wherever they live
- AQF qualifications allow students to start at the level that suits them and then build up their qualifications as their needs and interests develop and change over time
- AQF supports national standards in education and training
- AQF qualifications are recognised across Australia
- AQF ensures understanding of what each qualification name and level means
- the registers of registered education and training providers and accredited courses provide assurance that courses and providers are approved by government
For employers:

• AQF supports national standards in education and training
• AQF qualifications are recognised across Australia
• AQF ensures understanding of what each qualification name and level means

For education and training providers:

• AQF includes policies and guidelines for credit transfer, articulation and recognition of prior learning
• Policies for issuing qualifications ensures consistency and protection of qualification titles

For accrediting authorities:

• AQF provides the standard for each qualification ensuring consistency for qualification accreditation
• AQF applies to all States and Territories

A Registered Training Organisation (RTO) delivers accredited training under the VET sector and complies with the guidelines of the National Skills Framework.

VET Quality Framework

The VET Quality Framework is a set of standards and conditions that ASQA uses to assess whether an RTO (such as Salford College) meets the requirements for registration. The VET Quality Framework comprises of:

• Standards for NVR Registered Training Organisations
• the Australian Qualifications Framework
• Fit and Proper Person Requirements
• Financial Viability Risk Assessment Requirements
• Data Provision Requirements.
Training Packages

A training package is a set of nationally endorsed standards, qualifications and guidelines used to recognise and assess the skills and knowledge people need to perform effectively in the workplace. Training packages are developed by industry (Industry Skills Councils) to meet the training needs of an industry or group of industries.

Qualification Pathways

The Australian Qualifications Framework (AQF) is based on achieving competencies, which can lead to different levels of qualifications issued by Registered Training Organisations.

Certificate II – Graduates at this level will have knowledge and skills for work in a defined context and/or further learning.

Certificate III – Graduates at this level will have theoretical and practical knowledge and skills for work and/or further learning.

Certificate IV – Graduates at this level will have theoretical and practical knowledge and skills for specialized and/or skilled work and/or further learning.

Diploma – Graduates at this level will have specialized knowledge and skills for skilled/paraprofessional work and/or further learning.

Training delivery method

Training for the above qualifications is available through various pathways, including the following:

• Work-Based Training and Assessment – your training and assessment is conducted at your workplace. You may still need to come to class if you are not able to perform all of the training and assessment at your workplace – this will be negotiated with you and your workplace.

• Off-the-job Training – your training is conducted in a classroom environment and you are required to attend classes.

• Mixed delivery – a mix of off-the-job training and on-the-job training and assessment.

• Recognition of Prior Learning (RPL) – recognition of skills developed through previous training, work or life experience, which matches a unit(s) of competency in a training course. If you have sufficient evidence and
experience, you may be granted recognition for all of the competencies within the qualification. You can apply for RPL within 14 days of admission.

- Recognition of Prior Learning combined with further training as required – this is a combination of Recognition of Prior Learning and gap training for those units which you require further training and assessment.
- Credit transfer – if you have completed the same Unit of Competency previously, please apply for credit transfer.

All of these options are available through SALFORD COLLEGE. After consultation with you and your employer, the most suitable option will be selected to meet your needs and your employer’s requirements.

Undertaking nationally recognised qualifications means that you will be acquiring skills to meet the needs of industry and employers as well as developing your own skills and knowledge. Each nationally recognised qualification has a selection of Units of Competency to complete.

Understanding the Terminology

Unit of Competency

A competency is a statement referring to the skills, knowledge and attitudes you need to perform a job.

E.g. Unit of Competency: Interact with customers

A Unit of Competency is made up of various elements of competency and these are the components of the work that make up the whole unit.

E.g. Unit of Competency: Interact with customers
    Elements of Competency:
    Respond to customer complaints
    Deliver service to customers
    Receive and process sales orders
    Identify special customer requirements

These elements are then broken down further into performance criteria. The performance criteria list the skills and knowledge you must possess to enable you to competently perform the various components of your work.
Trainer/Assessor

Your SALFORD COLLEGE Trainer/Assessor has relevant industry experience and qualifications to deliver training and assessment.

Assessment

Assessment means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard expected in the workplace, as expressed by the relevant endorsed industry/enterprise competency standards of a Training Package or by the learning outcomes of a VET accredited course.

Student Assessment Results (SAR)

Your trainer will document the results of your assessment on a Student Assessment Report (SAR) which will summarise your progress and show your final assessment result in a Unit of Competency as either Competent (C) or Not Yet Competent (NYC).

Competent (C)

You will be assessed as Competent (C) when your trainer has collected sufficient evidence and is satisfied that you have met all the performance criteria required within a Unit of Competency.

Not Yet Competent (NYC)

If you are assessed as Not Yet Competent (NYC) in a Unit of Competency, this means that you may require further training in order to Salford college competency, or that there is not enough evidence provided to support your competence. You will have an opportunity to be reassessed after further training has occurred, or after further evidence has been provided.

Evidence

Your trainer is required to collect various forms of evidence in order to assess your competence. This may be in the form of work samples, completed workbooks, questioning and discussion, observation, case studies, projects or other.
Resources
This refers to learning materials/workbooks, textbooks, products and other equipment you need to carry out your training and assessment.

Training Contract and Obligations
Some courses may require you to sign an Apprenticeship/Traineeship Training Contract. This is a legally binding agreement between you and your employer.

Your obligations under this contract are as follows:

- Learn and work to develop the skills and knowledge required.
- Attend off the job training as required, or undertake structured training delivered on the job.
- Make every attempt to study for and undertake assessments.
- Accept any lawful instruction given by the employer or supervisor.
- Comply with the terms of the training contract or industrial arrangement, for example purchase tools if paid a tool allowance.

Your employer’s obligations under the Training Contract include the following:

- Employ and train the apprentice/trainee as agreed in the training plan.
- Provide appropriate facilities and expertise to assist in the training stipulated in the training plan.
- Ensure the apprentice or trainee receives on the job training and assessment in accordance with the requirements of the training plan.
- Ensure that the apprentice or trainee has a competent supervisor in the workplace.
- Release the apprentice or trainee to attend any off the job training and assessment in accordance with the requirements of the training plan.
- Work with SALFORD COLLEGE and the apprentice/trainee to ensure the training plan is complied with and that training records are kept up to date and progress monitored and reviewed.
- Provide a safe working environment.
- Comply with relevant Commonwealth and State legislation related to the workplace, such as discrimination and equal opportunity legislation.
Training Plan

Each student has a training plan which documents the qualification you will enrol in, the units you will complete and training delivery method.

For students completing our work based program – your training plan will be negotiated with you and your employer to decide what units of competency you will be completing for your qualification, whilst ensuring that training package and industry requirements are met. It should directly relate to the job tasks you complete as part of your current job role.

Training Delivery Methods

There are various modes of training delivery and your trainer will discuss what is best suited for you. These include

- Face to face delivery in your workplace
- Classroom based training at Salford College
- Distance learning
- Off the job training
- Recognition of prior learning

Your trainer will contact you on a regular basis dependant on your course and delivery mode. You can also contact your trainer between training sessions if you have any questions about the training content.

To complete your qualification you will be required to complete assessments. Assessment means collecting evidence to confirm your skills and knowledge, comparing it to a set of competency standards and judging whether you have achieved the required standard.

Assessment methods may include answering some questions, demonstrating your skills and knowledge, being observed at work or by completing a project.

SALFORD COLLEGE’s trainers are industry experts and will support you by:

- Providing you all of the learning materials you require to complete your qualification
- Keep a record of all the competencies you achieve
• Workbased programs - Liaise with your supervisor and employer on a regular basis
• Provide a formal Statement of Attainment or Qualification when your competencies have been successfully demonstrated

Parchment

Once you have successfully completed all the units of competency in your training plan, you will be issued with a Qualification Certificate. The certificate lists the name of the qualification and the units of competency completed. This is a qualification to carry with you for life and creates a wider range of career options for you.

A Statement of Attainment is issued when you partially complete a training program and lists only the units of competency you have completed. This generally occurs where the participant does not complete the full requirements of the qualification or where a package of units has been delivered from an accredited and registered program. If you decide to recommence the training at a later stage, you will be credited with the completed units shown on your statement of attainment and will only have to complete the remaining units required to complete the qualification.

Reissuing of parchments is possible where a certificate or statement of attainment has been misplaced or damaged. Contact SALFORD COLLEGE (adminoffice@salfordcollege.edu.au) to request a replacement; a reissue fee may be applicable.

Employability Skills

Employability skills are non-technical skills which play a significant part in contributing to an individual’s effective and successful participation in the workplace. They may be defined as the skills required to gain employment or establish an enterprise, but also to progress within an enterprise or expand employment capability, so as to further one’s potential and contribute successfully to enterprise strategic directions.

Employability skills are sometimes referred to as soft skills, key skills, life skills or transferable skills. Both employability and technical skills are important and often are used at the same time. They are important because:

• They help you perform better in the workplace
• They are transferrable to any future job you perform
They support your organisation in achieving its goals

Employability skills are included in all qualifications. Salford College incorporates the development of your employability skills in its training delivery. The eight employability skills include:

- Communication
- Teamwork
- Problem solving
- Initiative and enterprise
- Planning and organising
- Self management
- Learning
- Technology.

Workplace on Job Training Protocol

If you are enrolled in a program for workbased training, your trainer will visit you on site.

On Site Visits

- Your trainer will visit you at your workplace; provide you with some training and conduct assessments.
- Your manager / supervisor should be reminded of these training sessions and you must ensure you’re free to meet with your trainer at the arranged time.
- You must ensure you meet your trainer at the time and date arranged.
- Your trainer must be advised asap if you’re unable to make the arranged meeting and reschedule your session.
- If you are ill or absent from work on the date arranged, you must notify Salford College or your trainer before 9.30am on the day of illness or absence.
- You must complete the tasks allocated by your trainer by the due date.
Workbased Gap Training

- If your workplace does not have the facilities required for you to complete a particular component of your training, your trainer will discuss this with you and your employer and off site training/assessment arrangements will be made if necessary.

Skills for All training

You could be enrolled in the programs with the college under *Skills for All* funding. For details please refer to Skills for all website. Salford College is a *Skills for All* provider and follows all guidelines of Skills for All for training, record keeping and other obligations.

Training Room Protocol

Facilities and training rooms

- You will be allocated a work area to complete the activities for your training.
- You are responsible for the tools and equipment, cleanliness and general housekeeping for this area.
- Clean your work area at the end of each day to ensure it remains safe and tidy.
- Any damage or loss to equipment is your responsibility. A fee may be charged for equipment lost or damaged due to incorrect use.
- Any participant found stealing or deliberately damaging equipment will be terminated from the training.
- If you are training in a workshop area, you may be asked to remove rubbish and sweep the floor after a training session to help maintain an environment that complies with Occupational Health, Safety and Welfare regulations.
- You must obtain permission from your trainer before leaving a training room or work area.
- If you are entering another work area you must immediately report to the trainer of that work area and must under no circumstances operate any equipment or machinery without permission.
Telephone calls

- Remember that the classroom environment simulates that of industry and participants are asked to keep personal calls to a minimum. Mobile phones must be turned off during training sessions.

- In general, messages will not be taken for training participants unless it is an emergency. In the case of an emergency, staff will notify the participant of the message as soon as possible.

Personal items

- Do not leave valuable items such as money or jewellery in work areas or training rooms.

- Your trainer is not responsible for your personal items.

Smoking

- Smoking is prohibited in all areas other than smoking designated areas outside.

- Using alcohol or drugs during the training is prohibited. Offences may lead to termination of enrolment.

Eating and drinking

- You are expected to leave workshops and classrooms during morning, afternoon and lunch breaks.

- Eating and drinking is not permitted in any work area or training room.

Session times

- Be ready to start your training session at the time specified by your trainer.

- Return promptly from morning, lunch and afternoon breaks.

- The training day is completed at the time specified by your trainer.

- Trainers will ensure that sessions start on time.

- During training sessions, trainers may allow a short informal break to assist the learning process.
Absences

- You must attend every scheduled training session unless you are ill.
- The trainer will record your attendance at every training session. Trainers record late starts, early finishes and absences, and give this information to an employer where appropriate.
- If you are absent due to illness you may be required to provide a Medical Certificate to your trainer or employer. If you have arranged leave from your job before starting your training course, discuss this with your trainer.
- You must notify Salford College before 9.30am on the day of illness or absence. Failure to do so may affect your attendance record for the course. Phone 8367 9997.

Safety

- For your own safety and the safety of others, you must follow safe work practices as instructed by your trainer. Safety glasses and other personal protective equipment are provided and you must use this equipment when required.
- Participants who repeatedly create an unsafe working environment for themselves or others may be terminated from the course.
- You will be shown fire exits and safety procedures during induction.
- Please report all hazards to a staff member at Salford College.

Evacuation procedure

- In an emergency remain with your group and trainer, away from danger.
- The trainer will conduct a participant roll check to determine any absences.
- Information about evacuation procedures and assembly points is available in your training room.

First aid

- Report all accidents and injuries immediately to a trainer or a nominated First Aid Officer, regardless of how minor they may seem.
- Designated members of staff are trained in first aid and will assist participants with injuries.
4. TRAINING SUPPORT

Salford College offer you a friendly, professional and supportive service and are dedicated to helping students no matter what the circumstance.

Our Student Support Officer/Trainers can help you:

- Enrol in a unit or course
- Find the study pathway that matches your goals
- Choose the right study load for your lifestyle
- Understand your payment options
- Resolve general or administrative enquiries

You can contact our Student Support Officer on 08 7221 1940 alternatively, send us a message using the online enquiry form which is available on www.salfordcollege.edu.au

Trainers are there to provide academic advice and to support your learning experience. They should be your first point of contact for advice about study materials, research and interpreting assessment tasks.

- Answer unit-related questions
- Provide credit advice for previous study
- Answer any questions you have about study materials.
- Help you contact academic staff and tutors
- Organise your graduation

Disability support

Salford College is committed to providing opportunities to students with disabilities to maximise their learning experience. Students with a disability or medical condition may have diverse needs and require different levels of support or modifications to ensure an equal chance of success. We will aim to make arrangements to minimise the effect of a disability without compromising the academic integrity of a student’s program of study.

Please notify the college, if you require support. This information is also contained in the enrolment form.
If you require specialised support, complete the disability support question on the enrolment form at the time of your enrolment. Once you are enrolled, liaise directly with the Trainer to organise alternative format study materials, ensuring that you allow at least one Study Period for alternative materials to be arranged.

It takes time to organise these materials so it is important to provide at least one Study Period (2 study terms) notice of your alternative format requirements. To summarise, if you need study materials in alternative formats you need to let us and our providers know in time by:

- Enrolling at least Study Period in advance.
- Completing the disability support question.

**Inherent requirements**

Commonwealth legislation requires education providers to provide reasonable adjustments that support the inclusion of people with disabilities. These reasonable adjustments include modification to assessment and provision of additional services; however adjustments are not provided that would undermine the core or inherent learning required.

If you require assistance with enrolment, please contact our office on **08 7221 1940** or use our Online Enquiry Form which is available on [www.salfordcollege.edu.au](http://www.salfordcollege.edu.au).

**Student counselling**

Many students juggle work, study, friends and family commitments. Sometimes this can take its toll. It can often help to talk over any issue with someone who is experienced and understands exactly the types of situations which students are facing. Please talk to your trainer or the Student Support Officer if you need an extension for your assignments.

We are also happy to provide you with information about counselling services in Adelaide.

**Learning support**

Salford College offers learning support to help students study successfully. This includes:

- Planning
• Preparation for tests and exams
• Reading and writing skills
• Research skills
• Time management
• Tutor support for specific course content
• Using the computer and internet.
• Assignment, report and essay writing
• Course terminology
• Learning skills
• Listening skills
• Mathematics
• Note taking
• Preparation for an oral exam

Please contact our Student Support Officer by telephone 08 7221 1940 alternatively or send us a message using the Online Enquiry Form which is available on www.salfordcollege.edu.au

Flexible delivery and assessment

All assessments conducted by SALFORD COLLEGE will conform to the Principles of Assessment for Standards for Registered Training Organisations. This means that we will consider assessment that reflects the learner's needs; assessing competencies held by the learner and drawing from a range of assessment methods that are appropriate to the context, the unit of competency and assessment requirements, and the individual.

Assessment usually takes place by way of assignments and course exercises. However these are flexible and at the SALFORD COLLEGE trainer’s discretion in some cases as long as they meet the assessment requirements in the Training Package.

Flexible delivery courses allow students to learn at their own pace and under varying conditions, which best suit their individual situations.
Students are required to be competent in all areas to receive an overall competency mark.

As a rule of thumb, students will generally be given three (3) opportunities to be assessed for competency in a given course or program. However, SALFORD COLLEGE may allow for further assessment opportunities where it feels there are special circumstances which are negatively affecting the outcome of assessment or where the client presents a case that SALFORD COLLEGE feels is valid.

Where a client has been assessed three times and is still Not Yet Competent (NYC), SALFORD COLLEGE may refuse further assessment if it feels there is little chance of the client becoming Competent.

The participant may appeal this decision in writing to the SALFORD COLLEGE’s Training and Quality Manager or Managing Director who will consider the matter and advise the client in writing of the outcome. This process is outlined in Complaints and Appeals.

A flexible assessment process will be undertaken to consider the needs of people with special needs or situations including:

- Cultural background.
- Handicap.
- LL&N difficulties.
- Other trauma or reasons.

In this case, flexibility will not lessen the overall value of a course program but should be seen as a willingness to take different avenues to reach results with the qualification retaining the same worth and value.

The results and details of all assessments will be recorded and kept on file for the purpose of auditing and, where applicable, will be forwarded to, or included in, reports to the Registering Authority. In line with SALFORD COLLEGE policies, clients will have access to personal information and will be advised of all outcomes in writing.

**Academic Advice**

Your trainer is the first person you approach for advice and assistance on any aspect relating to the program you are undertaking. Alternatively, we recommend you to talk with the Student Support Officer or Training and Quality Manager. Other sources of useful training information are:

- Skills for All www.skills.sa.gov.au
• Training.gov.au www.training.gov.au
• New Apprenticeships Information Line Telephone: 18800 006 488
• Traineeship and Apprenticeship Services, Phone 1800 673 097, dfeest.tas@sa.gov.au

Language, Literacy and Numeracy support

SALFORD COLLEGE believes that Language Literacy and Numeracy are crucial underpinnings to learning and thus are essential skills for all.

LLN can be a major impediment to successful understanding of studies. We at Salford understand this and will work with you to identify such issues and find solutions. Each qualification has certain LLN requirements to ensure a successful completion of the course. These requirements will be assessed by the trainer at the time of your initial interview in context of the course you have sought admission into and LLN support if needed built into the course. You may also be required to sit for an assessment for the trainer to judge your LLN level relevant to the course.

In addition to this, the trainer will be assessing your LLN requirements during the delivery of the course and will work with you to overcome any issues.

SALFORD COLLEGE has access to a range of Language, Literacy and Numeracy support staff that have extensive experience in supporting participants to successfully achieved their learning outcomes. Where an assessment of Language Literacy and Numeracy is required SALFORD COLLEGE will assist the participant through referral to relevant support agencies, as recommended in the initial assessment report.

Related websites:

English Language Services: http://els.sa.edu.au
Reading and Writing Hotline (8am — 8pm): 1300 655 506

**a starting point for people looking for referral to literacy and numeracy classes

LM Training Specialists 8100 7200
Level 7, 68 Grenfell Street, Adelaide SA5000
English Language Centre 8226 6555
**Services for people with Non-English Speaking Background:**

Ethnic Link Services 8241 0201

Translating and Interpreting Service 13 14 50

The Department of Industry, Innovation, Science, Research and Tertiary Education – WELL Training Fund

http://www.innovation.gov.au/Skills/LiteracyAndNumeracy/WorkplaceEnglishLanguageAndLiteracy/TrainingProjects/Pages/default.aspx

**Crisis counselling**

Contact numbers are listed below.

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alcohol and Drug Information Service</td>
<td>1300 131 340</td>
</tr>
<tr>
<td>Crisis Care Unit</td>
<td>13 16 11</td>
</tr>
<tr>
<td>Domestic Violence Helpline</td>
<td>1800 098</td>
</tr>
</tbody>
</table>

For more information about the support services please refer to APPENDIX: C
5. POLICIES

It is critical that all students understand the Policies that may impact them as students. This includes:

- Refund Policy – Appendix A
- Salford College Code of Practice – Appendix B
- Terms and Conditions of Enrolment – Appendix D
- Salford College Code of Conduct – Appendix E

Appendix F – Student Handbook Agreement requires you to agree that you have read and understood the handbook and Policies. Other policies are outlined below.

Skills Recognition Policy

Recognition of Prior Learning (RPL)

This process encourages you to apply for recognition for previous study, work, life and educational experience that match the units of competency, qualification or part qualification of modules within the training and assessment program.

If you are applying for recognition of existing skills and knowledge, then you will need to generate evidence to support your claim in order to be assessed. Examples of evidence might include; minutes of meetings, emails, letters, project documentation, case notes, manager’s validation letters, certificates issued by other training organisations, job description, resume or outlines of previous training and development. We also recognise Units of Competency and Qualifications completed through other Registered Training Organisations.

To apply for RPL, contact Salford College to discuss your skills recognition and assessment options. You will receive a copy of the RPL Information Kit (Form 23) and be required to complete the form in the RPL Application Kit (Form 22). An appointment will be made for you to discuss your application.

Please ensure that you apply for the RPL before enrolment or within 14 days of commencement of studies so that the trainers can make a personalized learning plan for you. Any application received after that period would not be entertained.
Credit Transfer / National Recognition

The RTO recognises Qualifications and Statements of Attainment issued by other Registered Training Organisations throughout Australia. The policy on National Recognition clearly states the recognition and application process. Recognition is granted by direct recognition of the competency unit completed at another RTO. The applicant must provide original testamurs for verification prior to acceptance of recognition. The RTO will record this as a credit transfer against the relevant unit(s).

Credit transfer is where students have completed units of competence from a current or previous training package that are comparable (through a mapping process) to those you are about to be or are currently enrolled in. Student can apply for RPL/Credit Transfer within 14 days of their enrolment.

To apply for Credit Transfer, fill out the Credit Transfer form (available at Student Administration) and attach copies of the evidence you have (e.g. Statement of Attainment or Certificate) to show you have completed the unit.

Assessment Policy

Assessment is continuous and you will be given opportunities to provide evidence that you are competent in achieving the requirements of your training. Depending on your course, evidence might include a practical task, a written test, a project or a presentation. Your trainer will discuss assessment with you.

At the commencement of the training, participants will be informed of the training requirements to achieve one of the following results:

| C | Competency |
| RPL | Recognition of Prior Learning |
| NYC | Competency Not Achieved |
| CT | Credit Transfer |

Qualification/Certification

On successful completion of a complete qualification (eg Certificate III in Business) SALFORD COLLEGE will issue the participant with the relevant Qualification. Where a complete qualification is not completed, a Statement of Attainment is issued for the successful completion of units.
Anti-Discrimination Policy

The SALFORD COLLEGE training participant recruitment policy provides equal opportunity regardless of sex, race, colour, national origin, age, religion or physical or mental handicap, and does not show favouritism or grant any special favours to any participant.

Sexual Harassment Policy

It is the policy of SALFORD COLLEGE to provide an environment free of sexual harassment and to uphold State and Federal laws pertaining to sexual harassment. All training participants and employees are expected to comply with this policy. For the purpose of implementing this policy, the following definition of sexual harassment applies:

Sexual harassment includes the following behaviours:

- Making unwelcomed sexual advances
- Making any request for sexual favours
- Making remarks or aspersions of a sexual nature relating to the other person
- Subjecting another person to unwelcomed conduct of a sexual nature, including through conversation, action or the display of material the other person may find sexually offensive

Sexual Harassment is where the person acting in such a manner could be expected to anticipate that such behaviour would offend, humiliate or intimidate the other person.

As in any area of human interaction, the boundaries of what constitutes sexual harassment may vary from individual to individual. In addition, one individual may have different boundaries for different relationships. It is the responsibility of all participants and employees to recognise and respect the boundaries set by others.

Victimisation and Bullying

Victimisation and bullying are abuses of power characterised by aggressive behaviour or actions that intimidate, humiliate and/or undermine a person or group.

SALFORD COLLEGE recognises the rights of individuals and groups to be free from victimisation and bullying. SALFORD COLLEGE accepts its responsibility in relation
to these rights for people while they are engaged in activities undertaken as part of their access to services within this organisation.

**Equal Opportunity**

Every person has the right to be treated with respect. Laws protect the rights of individuals to receive fair treatment regardless of age, disability, marital status, pregnancy, ethnicity, gender or sexual preference.

Any participant who believes they are being discriminated against should approach the Training Coordinator or General Manager for advice and support. If the person doesn’t want the matter dealt with by Salford College, they can contact the Commissioner for Equal Opportunity.

In accordance with the legislation, Salford College will take all reasonable steps to identify and eliminate direct and indirect discrimination, harassment, victimisation and bullying.

If you feel you are being discriminated against, harassed, victimised or bullied, please discuss this with the Training and Quality Manager, who will report the situation to the Chief Executive Officer. All grievances will be handled according to Salford College’s Grievance Resolution Process.

**Work Health and Safety Policy**

Salford College is committed to providing a safe and healthy environment for all employees, contractors, visitors and training participants. We aim at achieving the highest degree of work health, safety and security by adhering to government legislation and taking a personal interest in the well being of our employees and training participants. All employees and training participants are responsible for Work Health and Safety.

**Training Participants**

Participants are responsible for not only their own health and safety but also the health and safety of others and have an obligation to report any unsafe conditions/hazards, faulty equipment and accidents immediately. Participants must abide by safe working practices and comply with health and safety procedures.
Employees

Employees are responsible for the implementation and instruction of all company work health and safety procedures and are also responsible for their subordinates and training participants adhering to these procedures. Employees must report all accidents to the CEO immediately and complete an incident report pertaining to the accident within 24 hours.

Privacy and Confidentiality Policy

SALFORD COLLEGE takes its obligations under the Privacy Act very seriously and will take all steps necessary to comply with the Act and protect the privacy of the personal information in our possession. Confidentiality of client records is paramount to the operations of SALFORD COLLEGE.

SALFORD COLLEGE collects, uses and discloses personal information under the following guidelines:

• Personal information in our possession will not be disclosed to any third party
• Information collected is only used for the services we provide
• No staff or participant information is shared with another organisation
• If staff or participant information is required by a third party, we will obtain written consent from the relevant staff or participant prior to release of any information
• When accessing personal information, the participant must first provide proof of identity, such as, name, address, date of birth and a driver’s licence or other form of photographic proof of identity. Inspection of participant files held by SALFORD COLLEGE may be arranged by appointment
• All reasonable steps are taken to protect the security of personal information, including taking appropriate measures to protect both electronic and hard copy information
• No personal information is contracted out under any circumstances

Complaints and Appeals Policy and Procedure

Salford College maintains a supportive and fair environment, which allows training participants to lodge appeals against our decisions. Complaints and appeals are resolved as amicably as possible using this appeal process.
Our complaints and appeals process:

- Is available to all students – ask Student Support Officer
- Each complaint will be heard in confidence
- Internal process is free of charge
- Can be used for all forms of complaints
- Resolved as quickly as possible
- Can assist to improve our systems

Salford College will commence the complaints process with 10 working days of the formal lodgement of your documents. All reasonable measures are taken to finalise the process as soon as practicable.

Internal Appeals

Step 1:
- Discuss your complaint with your trainer to resolve, if appropriate.

Step 2:
- If not resolved in Step 1, then the complaint is documented on the Complaints Form and submitted to the Student Support Officer. Alternatively, students are welcome to make a verbal complaint.

Step 3:
- The Student Support Officer records the details of the complaint and the discussed outcomes with the student. The discussion is documented and a copy kept on your file. This is reported to CEO.

Step 4:
- Complaints are investigated fairly and objectively with details of the investigation provided in writing to the complainant.

Step 5:
- Where the student is not satisfied with the outcome, the complaint may be referred to the Training Advocate for advice.

Step 6:
- The CEO will close the case when the complaint has been resolved to the satisfaction of both parties.
Step 7:

- A copy of all documentation is placed in the student’s file, staff file or Continuous Improvement Register as appropriate.
- In the event that a complaint is substantiated, Salford College will take prompt and appropriate action to resolve the circumstances.

At each step of the complaints resolution process Salford College will allow you to make representation either orally or in writing prior to reaching a decision.

**External Appeals**

The Standards for NVR Registered Training Organisations 2011 require that all RTOs provide appropriate mechanisms and services to efficiently and effectively address learners’ complaints and appeals. Only under exceptional circumstances, or after all opportunities to resolve the matter through a training provider’s internal complaints process are exhausted, should you seek to have your complaint investigated by an external party.

To make an external appeal contact you can contact either:

**Australian Skills Quality Authority (ASQA)**


Telephone: 1300 701 801 Or

**Office of Training Advocate**

- Ground Floor, 55 Currie Street, Adelaide SA 5000
- Phone (toll free) 1800 006 488
- Telephone 1800 006 488 phone service is monitored after hours in urgent circumstances – in urgent circumstances please leave a message so an officer can contact you as soon as possible
- Email trainingadvocate@sa.gov.au
- Post: GPO Box 320 Adelaide SA 5001.

**Salford College Complaints Fact Sheet**

**Principles**
Any complaint will be handled fairly, recognising the rights of both the person making the complaint and the College and person against whom the complaint is being made. All parties concerned will be treated with courtesy and appropriate confidentiality will be maintained.

In the interests of providing the most effective and timely means to address concerns most complaints should be dealt with as close to the source as possible and involve the people most directly concerned unless the complaint is about a person concerned.

The College will respond to complaints in a timely manner and ensure the client is kept informed of progress in the resolution of the complaint and of any undue delay. In any event, the process:
1. Must commence within 10 working days of the formal lodgement of the complaint;
2. Standard complaints should be resolved within 20 working days; and
3. Complex complaints may take longer to resolve albeit a target of 40 working days applies.

The College will be transparent and accountable in relation to client complaints by ensuring information about the procedure is widely available and by informing stakeholders about feedback received and actions taken to improve services resulting from analysis of feedback.

At any point a complaint may be withdrawn by the complainant.

The College will ensure appropriate training for staff involved in the complaints management process. This will be provided during staff orientation, as part of the organisation’s professional development strategy for its staff and also during an annual refresher session.

The College will collect data and maintain records of complaints received and their outcomes. These will be analysed by Management as a standard agenda item at Management Review Meetings and also assessed annually as part of the College’s continuous improvement strategy.

Where a student chooses to access the complaints and appeals processes the student’s enrolment must be maintained pending the outcome. However, if the complaint is vexatious or trivial the Chief Executive Officer can intervene and refuse to proceed further.

Where any complaint handling or appeal process results in a decision that supports the student, the College must immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.
SALFORD COLLEGE’s Grievance/Appeal Procedure is outlined on the following page.
Appendix A: CANCELLATION AND REFUNDS

REFUND POLICY

Refunds will be granted at the discretion of Salford College. There are no exceptions to our Refund Policy. Refund is only applicable for participants who have enrolled and paid for or part paid for the course as per the letter of offer and acceptance signed.

Refunds will only be granted on return of course materials. Any learner who has been granted a payment plan by SALFORD COLLEGE will be considered for a refund at the discretion of the SALFORD COLLEGE. If a third party (i.e. a learner’s employer paying for them) fails to pay within the stated terms then the learner’s enrolment will be cancelled without notice. If you wish to seek a refund, please apply in writing (email, fax or post).

For In-house Courses:

In the case where a company has utilised SALFORD COLLEGE to deliver a course in-house, any requests for refunds, where eligible, will be granted on a per-student basis, as per the SALFORD COLLEGE refund policy. The minimum fee ($250) for in-house courses (only applicable to fee paying students) is non-refundable.

RPL Refunds:

If a learner is granted any Recognition of Prior Learning after Fourteen (14) days from the date of enrolment, there will be no refund or reduction in course fees allowed.

For Face-to-Face Learners:

I did not notify SALFORD COLLEGE that I was not going to attend a course:

Any learner who fails to notify SALFORD COLLEGE of their withdrawal from a face-to-face course seven (7) days prior to its commencement will not be entitled to a refund.
I want to cancel my enrolment within thirty (30) days and I have attended one (1) or more days of a face-to-face workshop and I have not been assessed for anything yet:

If a learner cancels their enrolment within thirty (30) days (inclusive) of commencement of the course and has attended one (1) or more days of a face to face course, and has not been assessed for any part of their course, the learner is entitled to a refund of 50% of their fees.

I want to cancel my enrolment within thirty (30) days and I have attended one (1) or more days of a face-to-face workshop and I have sent work in for assessment:

If a learner cancels their enrolment within thirty (30) days (inclusive) of commencement of the course and has attended one (1) or more days of a face to face course, and has been assessed for some of their course, the learner is not entitled to a refund.

I want to cancel my enrolment after thirty-one (31) days:

If a learner cancels their enrolment after thirty-one (31) days of commencement of the course then the learner is not entitled to a refund.

Transfer of Enrolment into another course at Salford College:

Transfer of an enrolment can only occur if the full course fee has been paid or a non-refundable deposit of $250.00 is paid on transfer with the balance payable seven (7) days prior to the commencement of the course.

Transfers are limited to 1 transfer per learner per course. SALFORD COLLEGE does not allow any more transfers after that. If a learner seeks to transfer their enrolment for a second time, the enrolment will be cancelled and the learner will need to resubmit a new enrolment form for the new course and will be required to pay the full course price for the new enrolment.
Appendix B: Salford Code of Practice

This Code of Practice provides the basis for good practice in the marketing, operation, financing and administration of education and training services by Salford College (SALFORD).

SALFORD is a Registered Training Organisation (RTO) registered in South Australia and must comply with the National Vocational Education and Training Regulator (NVR) Standards and the VET Quality Framework.

For the purposes of this Code, “student” refers to any person participating in education or training delivered by SALFORD. A “client” is a person or organisation who may enter into a written agreement with the RTO for the delivery of education and training services.

1. Provision of Training and Assessment Services

SALFORD:

- Has policies and management practices which maintain high professional standards in the delivery of training and assessment services, and which safeguard the interests and welfare of students and/or clients
- Maintains a learning environment that is conducive to the success of students
- Has the capacity to deliver and assess the vocational qualifications for which it has been registered, provide adequate facilities, and use methods and materials appropriate to the learning and assessment needs of students
- Monitors and assesses the performance and progress of students
- Ensures that trainers are not only suitably qualified but are also sensitive to the cultural and learning needs of students
- Ensures trainers and assessors have current and relevant vocational competencies and provides professional development for trainers and assessors as required
- Ensures that assessments are conducted in a manner that meets the endorsed components of the relevant Training Package(s) and/or accredited courses
- Conducts recruitment of students at all times in an ethical and responsible manner
• Offers learning and assessment services that as far as practicable meet the students individual learning needs, tailors the course to meet these needs and offers a range of learning and assessment resources

2. **Access and Equity**

SALFORD:

• Is committed to access and equity principles and processes in the delivery of its services and will not unlawfully discriminate against clients/students. The obligations placed on our staff and students are to protect their health, safety and welfare and ensure as far as possible that learning experiences are positive and free of discrimination or harassment of any sort.

• Will assess each student’s learning support needs including language, literacy and numeracy requirements.

• Has policies and procedures which ensure that students are treated fairly and receive all reasonable assistance to successfully complete their course once accepted for enrolment.

• Will deal fairly and constructively with your concerns and complaints about our services.

• Provides a safe, secure and healthy learning environment.

• Provides appropriate services in terms of academic and personal support.

• Endeavors to meet everyone’s diverse learning needs.

• The RTO will provide culturally inclusive literacy and numeracy training that meets individual, community and industry needs.

• The RTO is firmly committed to providing equal employment opportunities and educational outcomes for all staff and all students.

3. **Skills Recognition**

SALFORD:

• Recognises that you may already hold skills and knowledge that are relevant to the course outcomes, gained through prior work/life experience and/or informal study.
• Will assist you to gain recognition of these skills and knowledge through a process called Recognition of Prior Learning (RPL)
• Recognises relevant units of competency completed with another RTO and will automatically credit these towards completion of the qualification
• RPL and National Recognition obligations are reflected in its policies and procedures and information provided to staff and clients

4. Marketing of Training and Assessment Services

SALFORD:

▪ Markets and advertises its products and services in an ethical and accurate manner
▪ Gains written permission from a student or client before using information about that individual or organisation in any marketing materials
▪ Accurately represents recognised training products and services to prospective students and clients
▪ Ensures students and clients are provided with full details of conditions in any contract arrangement
▪ Ensures that no false or misleading comparisons are drawn with any other training organisation or qualification

5. Financial Standards

SALFORD:

▪ Has a refund policy that is fair and equitable and this policy is made available to all students and clients prior to enrolment
▪ Has appropriate measures in place to ensure students are not financially disadvantaged in the event of the financial failure of the organisation
▪ Ensures that the contractual and financial relationship between the student/client and the RTO is fully and properly documented, and that copies of the documentation are made available to the student/client. Documentation includes the rights and responsibilities of students, costs of training and assessment services, issuance of qualifications, payment arrangements, refund conditions and any other matters that place obligations on students or clients
Is a member of the Tuition Assurance Scheme for overseas students

Has its financial records certified by a qualified accountant to Australian Accounting Standards on an annual basis

Provides annual reports on financial viability to the relevant registering body

Operates under the directions of ESOS Act to ensure that the deposit paid by students in advance for studies not commenced is protected.

6. Provision of Information

SALFORD:

• Supplies accurate, relevant and up-to-date information to prospective students and clients

• Supplies this information to students and clients prior to enrolment

• Regularly reviews all information provided to ensure its accuracy and relevance

• Informs students/clients prior to enrolment of all the costs and charges to be incurred throughout the course

7. Record Keeping

SALFORD:

• Ensures that academic, financial and other records are complete and accurate

• Manages these records to maintain confidentiality and will not divulge these to third parties unless authorised by the student/client or under law

• Keeps complete and accurate records of the attendance and progress of students

• Keeps financial records that reflect all payments and charges and the balance due

• Provides copies of these records to participants on written request

• Keeps records of all statements of attainment and qualifications issued and reports this regularly to the relevant government departments
8. **Industry Engagement**

SALFORD:

- Engages regularly with relevant industry representatives to evaluate its training and assessment services and ensure that graduates hold the required skills and knowledge to the standard of performance required in the workplace
- Develops its training and assessment strategies in consultation with industry to ensure that they are relevant to industry requirements
- Ensures where training and/or assessment occurs in the workplace that evidence of the student’s performance will contribute to assessment
- Ensures that trainers continuously engage with industry to ensure their knowledge and skills reflect current industry practice

9. **Appeals and Grievances Mechanism**

SALFORD:

- Ensures that students and clients have access to a fair and equitable process for dealing with grievances and provides an avenue for students to appeal against decisions which affect their progress
- Makes every effort to resolve student/client grievances
- Has a grievance policy where a member of staff is identified to students and clients as the reference person for such matters
- Ensures the appeals and grievance policy and procedure is available to students at the time of enrolment
- Advises students and clients of the appropriate body for seeking further assistance in the case where a grievance cannot be resolved internally

10. **Quality Control**

SALFORD:

- Is committed to continuously improving the services it offers
- Seeks feedback from students and clients on their satisfaction with services they have received and seeks to improve its services in accordance with their expectations
- Ensures that its operations comply with the National Vocational Education and Training Regulator Act 2011, VET Quality Framework and the standards for Registered Training Organisations by carrying out regular internal audits.
Appendix C: REGISTER OF SUPPORT SERVICES

Protection and Safety

In a life threatening emergency:
Dial 000 and ask for the ambulance, fire or police service. You can call this number 24 hours a day, 7 days a week.

Additional contacts:

Police Assistance - 131 444
Non emergency calls for police attendance.

Crime Stoppers - 1800 333 000
Provide information about criminals, their activities and 'target crimes' that are featured in the media.

National Security Hotline - 1800 123 400
Receive information or report activities relating to national security.

SES emergency contact - 132 500

Fire bans and restrictions (CFS) - 1300 362 361

Victim Support Service - 8231 5626 country callers: 1800 182 368
Counseling and information for people who have been a victim of crime. 9AM–5PM Monday–Friday.

Yarrow Place Rape and Sexual Assault Service - 8226 8787 country callers: 1800 817 421
Emergency medical and counseling services for people who have been raped or sexually assaulted. Yarrow Place can help you report assault to the police, but you do not have to involve the police.

Victims of Crime Support Line
24 hour information, support and referrals – 1800 182 368

Alcohol and Drugs

Al-Anon and Alateen - 8231 2959
Support for people affected by the alcohol problems of relatives or friends.

Alcoholics Anonymous - 8346 3255
Counseling and support if you have an alcohol problem.

Alcohol and Drug Information Service - 1300 13 1340
Counseling service for people with drug and alcohol problems and their family and friends.

Nar-Anon - 8272 8228
Support for people affected by the drug problems of relatives or friends.
Narcotics Anonymous - 8231 4233
Support group for people with drug problems.

Poisons Information Centre - 13 11 26
Emergency medical advice on what to do if someone has swallowed or been exposed to a poison, whether by accident or intentionally.

Alcoholics Anonymous Australia
Advice, counseling and support is freely available to people who have drug, alcohol or gambling addictions
Phone: 8346 4004

Gamblers Anonymous
Advice, counseling and support is freely available to people who have drug, alcohol or gambling addictions
Phone: 8212 6933

Legal Services Commission
Every person in South Australia is entitled to use the law to protect his or her rights and interests
Website: http://www.lsc.sa.gov.au

Equal Opportunity
It is illegal to disadvantage anyone on the basis of race, religion, age, gender, marital status, sexual preference or any disability
Website: http://www.eoc.sa.gov.au

Youth
Child Abuse reporting - Child Abuse Report Line 13 14 78
Reporting of suspected child abuse.
Youth Call - 8277 4400
counseling service for people with drug and alcohol problems and their family and friends.
**Crisis Counseling**

**Birth line** - 8363 1444  
Counseling for women and girls distressed by an unplanned pregnancy, their partners or families.

**Pregnancy Advisory Centre** - 8347 4955 or 1800 672 966 toll free for country callers. An unplanned pregnancy can be a distressing and confusing experience. The Centre is here to support you.

**Crisis Care Unit** - 13 16 11  
Counseling and practical help for individuals and families in any type of crisis. Available 4PM–9AM Monday to Friday and 24 hours on Saturday, Sunday and public holidays.

**Lifeline** - 13 11 14 counseling for people with any type of crisis.

**Living Hope** - 8277 4033  
counseling for people with any type of crisis. Interpreters can be arranged.

**Reach Out**  
A youth-specific service, Reach Out offers free help on a range of issues that affect young people

**Website:** http://www.justask.org.au  
**Phone:** 13 11 14

**Mental Health Emergency Crisis** Phone: 13 14 65  
**Poisons Information Centre** Phone: 13 11 26

**Families**

**Domestic Violence Helpline** - 1800 800 098  

**Gambling Helpline** - 1800 060 757  
Counseling, information and referral for people who are concerned about their own, or another person's gambling.

**Abuse reporting** - Child Abuse Report Line 13 14 78  
Reporting of suspected child abuse.
**Multicultural Services**

**Migrant Women’s Support and Accommodation Service** - 8346 9417 / after hours, call Crisis Care on 13 16 11  
Support and emergency accommodation for migrant women and children who are victims of domestic violence. Service available 8.30AM–5.30PM Monday–Friday.  
**TIS — Translating and Interpreting Service** - 13 1450  
24 hour interpreting service.  
**Interpreting Service:** Phone: (08) 8226 1990

**Fire**

**SA Metropolitan Fire Service**  
**Phone:** 8204 3600

**Ambulance**

**St John’s SA**  
**Website:** [http://www.stjohnssa.org.au](http://www.stjohnssa.org.au)  
**Phone:** 8306 6999

**Ambulance Services**

Provided state-wide by the SA Ambulance Service, including air ambulance. There is a substantial fee associated with ambulance transportation and it is recommended that you take out ambulance insurance.  

**Job Searching sites**

**Seek**

Online employment websites are also hugely popular in Australia  
**Website:** [http://www.seek.com](http://www.seek.com)

**Career one**

Online employment websites are also hugely popular in Australia  
Ethical Jobs

Job-search site that promotes "work for a better world" – connecting people looking for an ethical job or career with employers from the not-for-profit, business & government sectors who see their organisations as contributing to a more equitable, more just or more sustainable world.

Website: http://www.ethicaljobs.com.au
Appendix D: TERMS AND CONDITIONS OF ENROLMENT

Salford College agrees to provide access to available enrolment positions for all persons who have the relevant skills, experience and ability to satisfactorily meet enrolment requirements for behaviour, safety, course/qualification pre-requisites, payment of fees, and the observance of Salford College’s policy.

Salford College may seek to terminate the enrolment of a student if they:

- Do not comply with proper safety procedures including the wearing of appropriate clothing for a given workplace when training occurs in an on the job or simulated workplace situation.
- Fail to attend training sessions to a minimum level set for competence.
- Have not accurately or honestly disclosed all information relevant to their enrolment and participation in the training with Salford college, including relevant matters relating to health, work history, skills and experience, criminal conviction (where appropriate) etc.
- Have provided false or misleading information.
- Commit an offence under the law while in the training environment or at a workplace, breach safe work practice, or otherwise act in a manner detrimental to the wellbeing of Salford college, other students or persons, or themselves.
- Do not comply with the confidentiality rights of other persons.

Note: where a student fails to provide fourteen (14) days’ notice for non-attendance of a course they are booked into, Salford College will invoice the student for full course fees and reserves the right to take legal action if needed for debt recovery.

Enrolment in a course is not secured without payment. Payment must accompany the enrolment form, unless prior arrangements for a personal payment plan or business (Company) credit terms, have been made with Salford College’s staff.

SALFORD COLLEGE reserves the right to cancel an enrolment without notice, if after twelve (12) months; a learner has not completed and achieved their qualification. If some of the qualification has been completed, a statement of attainment will be issued for those units completed. If a learner is having difficulty meeting this deadline, SALFORD COLLEGE may grant extensions under certain circumstances. It is the learner’s responsibility to meet the deadline and/or make appropriate arrangements. This statement should be read in conjunction with our refund policy.
ELIGIBILITY
All participants must be over the age of 18 to participate in a course with SALFORD COLLEGE unless express and written permission from a parent or guardian is supplied and is accepted by the appropriate SALFORD COLLEGE staff member.
SALFORD COLLEGE courses do require a basic level of computer literacy. Learners will need access to a computer with a word-processor (e.g. Microsoft Word) and access to email and internet. Learners will need to have a basic proficiency in:
• Copy and Paste
• Accessing information stored on websites and from a CD
• Saving a word document
• Sending and receiving emails with attachments
It may also be beneficial for learners to have an understanding on using Microsoft PowerPoint.
Learners will need to have appropriate command of written and spoken English to the level of qualification sought.

PARTICIPANTS CHARTER
All participants in SALFORD COLLEGE’s courses and programs have a right to:
• Be treated with respect and dignity
• A safe learning environment free from danger, abuse or harassment
• Recognition of their particular needs and circumstances including: beliefs, ethnic background, cultural and religious practices
• Have access to their own records on request
• The opportunity for feedback on services provided
• Receive a copy of and have access to our complaints process

Participant Responsibility
As a condition of entry into SALFORD COLLEGE’s programs, participants are expected to:
• Respect the rights of others
• Be punctual for classes and appointments
• Notify SALFORD COLLEGE if they are unable to attend classes or appointments
• Promote an effective learning environment through good personal behaviour
• Encourage equal opportunity
• Observe any non-smoking restrictions
• Seek approval from authorised SALFORD COLLEGE staff for the use of SALFORD COLLEGE’s IT equipment, assets, stationery, etc
• Be responsible for their own possessions
• Be aware of and promote the safety of themselves and others
• Meet the required dress standard which is defined as smart casual. Provide at least 7 days’ notice if they do not intend to commence a course they are booked into.

INDUCTION/ORIENTATION
Learners may be required to undergo an induction/orientation prior to course commencement. This process may include details on course delivery, policies, procedures, appeals, access and equity, RPL, OHS, etc. as provided in this document.

PRE-DELIVERY ASSESSMENT
Prior to enrolment you should discuss your needs and situation with SALFORD COLLEGE staff member who can assist you with or refer you to appropriate assistance for:
• Client Support Services including LLN
• Recognition of Prior Learning (RPL)
• Learning Pathways
• Assessment Procedures & Process
• Delivery Options

FEE STRUCTURE
All fees will be competitive when compared to others in the marketplace, and may be varied or discounted at the discretion of SALFORD COLLEGE to assist individuals, secure corporate contracts or to comply with the requirements of Commonwealth or State/territory Government contracts.

In programs funded by Government Authorities, client charges will be determined by the terms of the Government Contract.

Qualifications will not be issued until payment has been made in full.
Enrolment Fees
All Salford College (the College) course applicants must pay a non-refundable enrolment Fee (see Fees Schedule for current amount written in offer letter).

Tuition Fees

- Tuition fees (see Fees Schedule for current amount) Tuition fees DO cover the charges for tuition administration.
- Tuition fees DO NOT cover the charges for registration fee for vocational courses, accommodation, living expenses, textbooks, uniforms, stationery, equipment, and external examinations.
- Due date - Tuition fee are payable for the whole semester and must be paid at least six weeks prior to the commencement of each semester. If fees are not paid by the due date, a late fee of 2% per week may be charged and students may lose their place in the course.
- If a student wants to withdraw from the course he should give at least one term notice in advance after the first semester.
- Salford College reserves the right to withhold certificates and results until payment of all fees and stationery has been made. The college also reserves the right to bar students from attending the classes till outstanding fees is paid.
- Salford College reserves the right to refuse a student’s re-enrolment if accounts are not paid by the due date.
- Salford College reserves the right to make the following variations: to vary course timetable, to vary course content, to vary lecturing personnel, to vary the cost of course and to cancel a course.
- The student must attend all classes, examinations and course excursions and abide by the rules and regulations of the college that are in force at all times.
- Salford College reserves the right to withdraw any students whose conduct and/or behavior is not acceptable to the college or failure to follow the rules and regulations

NOTE: Salford College is not responsible for any monies paid to an agent or third party.
Fee Exclusions (for all fees paying students):
A late fee of 2% per week is levied on students for late payment of course fees. Students with outstanding course fees will not be able to participate in any lessons.
- Students required to re-sit for the same assessment may be charged $100.00 for theory assessments. Students required to re-sit for same assessment may be charged $150.00 for each practical assessments.
- Students submitting written assignments after the due date - $25.00 per week for a maximum of 1 week per assignment. Assignments will not be accepted at the end of this grace period.
- Re-issue of Certificates or Statements of Attainment - $20.00 per page.
- Re-issue of Student Card - $10.00.
RPL fees is $250 per unit
In case Student requires additional LLN they must pay a fees of $70 to external agency or contractor but college will not charge any referral fees from the student.
(Whilst Salford College endeavors to keep fees to a minimum, your course fee may vary from time to time throughout the duration of your course. You will be notified of any change to course and other fees that impacts you).

Privacy:
- Salford College meets the requirements of the Federal Privacy Act 1988. The Chief Executive Officer is in charge of privacy issues.
- All students have the right under the AQTF Essential Standards for Registration to access their personal file held by Salford College and may also request that updates be made to information that is incorrect or out of date.
- Access to student records and student’s personal information may be given to identified government or other representative agencies such as but not limited to DIAC, DEEWR, commonwealth and state government department and ACPET for the purposes of audit against requirements including but not limited to Visa conditions. This information includes personal and contact details, course enrolment details and changes, and the circumstances of any suspected breach by the student of a student visa condition.
- Access to a copy of student or staff records by a third party can only be obtained by written permission of the relevant person whose file has been requested. Such permission will identify the sections of the file to be available.
• Personal information is collected solely for the purposes of demonstrating the effective control of operations as a Registered Training Organization under the Australian Quality training framework administered by the South Australian government

Change of Details:
Students are obligated to notify Salford College of changes to personal contact details including address and phone number while enrolled in the course.

Study Mode and Assessment Methods
Depending on the qualification you are enrolled in, the study mode includes face to face learning and may include work based learning. Assessment methods include assignments, exams, practical and workplace assessments.

Industry Placement (IP)
Some of our courses include a component of Industry Placement (IP). Industry Placement is designed to expose students to the reality of the industry. Students will be provided with access to Work placement and would be encouraged to find their own placements within the guidelines of the college.

There is specific paperwork and documentation required for Industry Placement; students must obtain this documentation prior to Industry Placement.

Certified Copies of Original Documents
Attach certified or attested copies of all your official documents such as mark sheets, academic certificates, etc. Following persons are eligible to certify copies:

• An authorised officer from the institution that originally issued the documents (such as Registrar or Principal);

• An Australian overseas diplomatic mission; or

• An authorised Salford College representative.

Certified translations must be attached if the documents are not in English. Evidence of completing a course should indicate that all requirements of the course have been met or that the award has been conferred.
DISCIPLINARY PROCEDURES

Where students are in breach of SALFORD COLLEGE policy, state or territory legislation, are disruptive, rude, unsafe, or fail to meet acceptable standards of good behaviour, SALFORD COLLEGE may take steps to address the situation. Depending on the nature and severity of the problem, SALFORD COLLEGE may choose to resolve the issue by mediation which will be recorded on student files and written copies and outcomes supplied to the student. Where the issue is more serious or is unable to be resolved, SALFORD COLLEGE may seek to apply sanctions, suspension, or expulsion to the student or, where relevant, refer the matter to more appropriate authorities or authorised bodies. All such action will be recorded with written outcomes supplied to the student(s) involved.
Appendix E: SALFORD COLLEGE CODE OF CONDUCT

To ensure you gain the maximum benefit from your time with us, we reserve the right to remove any person who displays disruptive behaviour. Disruptive behaviour will not be tolerated.

Code of Conduct for students

• Treat staff and student with respect at all times
• Follow directions from staff
• Do not damage, steal or misuse property
• Do not plagiarise
• Do not bully or harass
• Act in a manner that does not place you or others at risk
• Pay all student fees in accordance with the fee schedule
• Participate in all assessment tasks
• Do not attend classes under the influence of alcohol or illegal drugs

Unacceptable Behaviour includes

• Interruptions during class delivery
• Smoking in non-smoking areas
• Being disrespectful to other participants
• Use of offensive language
• Sexual harassment
• Acting in an unsafe manner
• Not participating in group activities
• Continued absence
• Attending under the influence of alcohol or illegal drugs
• Lack of personal hygiene
• Other objectionable behaviour
Breaching the Salford College Code of Conduct

In the event of a breach of our Code of Conduct, the Student Support Officer will contact you to discuss the issue. The meeting will be recorded. A breach may result in a written warning, suspension or cancellation of your enrolment. You may be denied access to classes if we feel this is necessary.

You have the right to

- Be treated fairly and with respect
- Not be intimidated
- Work in a safe, clean and cooperative environment
- Have any disputes settled in a fair manner
- Learn in an environment that is conducive to learning
- Have existing skills and knowledge recognised
- Privacy of personal information
- Information about assessment given at beginning of unit
- Feedback regarding assessment
- Lodge a complaint and have it investigated without fear of victimisation
- Express and share ideas.
- Ask Questions
- An appeal process regarding decisions made about your study
APPENDIX F: STUDENT HANDBOOK AGREEMENT

SALFORD COLLEGE will provide the following services:

- Training as specified by training and assessment plans
- Support to the participant in achieving course outcomes
- A non-discriminatory, safe and friendly environment

The participant will:

- Present themselves to training promptly and in accordance with SALFORD COLLEGE policy
- Notify SALFORD COLLEGE of illness or absence from training before 9.30am on the day of absence
- Actively participate in their own learning to achieve course outcomes
- Follow SALFORD COLLEGE policies and procedures
- Attend all assessments with completed work and any other work that may assist in proving their abilities relating to the Unit of Competency
- Ask the trainer for additional assistance and support if required
- Inform SALFORD COLLEGE within 14 days if there is a change to the participant’s contact details (name, address, telephone number, etc)

I, the undersigned, acknowledge that I have read and understood the information provided in the Participant Handbook. I also agree that if there is any information or conditions that I do not understand, I will seek further explanation from my trainer. I agree to follow the policies and procedures of SALFORD COLLEGE.

I acknowledge that the SALFORD COLLEGE representative covered the following:

<table>
<thead>
<tr>
<th>Role of SALFORD COLLEGE</th>
<th>Employability skills</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training information, including content and vocational outcomes</td>
<td>Policies &amp; Procedures</td>
</tr>
<tr>
<td>Flexible learning and assessment procedures</td>
<td>Refund Policy</td>
</tr>
<tr>
<td>Recognition of Prior Learning (RPL)</td>
<td>Appeals/Grievance Process</td>
</tr>
<tr>
<td>Support Services</td>
<td>Terms and Conditions of Enrolment</td>
</tr>
<tr>
<td>Training Protocol</td>
<td>Training Plan - Qualification is appropriate to duties</td>
</tr>
<tr>
<td>Code of Practice</td>
<td></td>
</tr>
</tbody>
</table>
Participant Signature: Date: / / 
(If student is under 18, parent or legal guardian must sign this form for student)

Participant Name:

SALFORD COLLEGE Representative Signature Date: / / 

SALFORD COLLEGE Representative Name:

Employer Representative Signature (if applicable): Date: / / 

Employer Representative Name (if applicable): Date: / /